

THAT WHICH IS CLAIMED IS:

1. A system, operable over the public switched telephone network (PSTN) and Internet, for use in providing services to a claimant by a service vendor, as scheduled by a scheduler, and paid for by a payor, the system comprising:

a server for processing and storing claimant data and connected to the Internet; and

at least one scheduler workstation for scheduling services for a claimant and comprising

10 a scheduler computer connected to the server for entry of claimant data by the scheduler and display of claimant data to the scheduler, and

15 a telephone interface connected to the PSTN for communication between the scheduler and at least one of the payor, claimant and service vendor;

the server comprising a quality assurance unit for generating requests to the scheduler computer before and after the scheduled service for contacting the claimant, and for generating requests to the scheduler computer before the scheduled service for contacting the service vendor.

2. A system according to Claim 1 wherein the services comprises at least one of transportation and language translation; and wherein the quality assurance unit generates requests to the scheduler computer during the scheduled service to verify the service is being provided.

3. A system according to Claim 1 wherein the services comprise at least one of transportation, translation, delivery of durable medical equipment (DME), and delivery of pharmaceuticals.

4. A system according to Claim 1 wherein the server comprises a report generation unit for generating at least one of completed-service, late-service, canceled-service and missed-service reports on the server for the payor to access via the Internet.

5. A system according to Claim 4 wherein the reports are downloadable by the payor into a spreadsheet document on the payor computer.

6. A system according to Claim 4 wherein the report generation unit also generates at least one of a transport-type report, claimant transport report, claimant employer transport report, transportation savings report, list of claimants report, transport by county report, and ICD-9 transport report.

7. A system according to Claim 1 wherein the server comprises a payor secure online ordering unit for permitting the entry and review of claimant data via the Internet.

8. A system according to Claim 1 wherein the server comprises a billing unit for verifying service performed by the service vendor and for generating bills for the payor.

9. A system according to Claim 1 wherein the service comprises transportation and the billing unit verifies mileage of transportation provided by the service vendor.

10. A system according to Claim 1 wherein the payor is a workers compensation insurer and the claimant is a workers compensation claimant.

11. A system, operable over the public switched telephone network (PSTN) and Internet, for use in providing services to a claimant by a service vendor, as scheduled by a scheduler, and paid for by a payor, the system comprising:

a server for processing and storing claimant data and connected to the Internet; and

at least one scheduler workstation for scheduling services for a claimant and comprising

a scheduler computer connected to the server for entry of claimant data by the scheduler and display of claimant data to the scheduler, and

a telephone interface connected to the PSTN for communication between the scheduler and at least one of the payor, claimant and service vendor;

the server comprising a report generation unit for generating at least one of completed-service, late-service, canceled-service and missed-service reports on the server for the payor to access via the Internet.

12. A system according to Claim 11 wherein the reports are downloadable by the payor into a spreadsheet document via the Internet.

13. A system according to Claim 12 wherein the report generation unit also generates at least one of a transport-type report, claimant transport report, claimant employer transport report, transportation savings report, list of claimants report, transport by county report, and ICD-9 transport report.

14. A system according to Claim 11 wherein the server further comprises a quality assurance unit for generating requests to the scheduler computer for contacting the claimant and the service vendor.

15. A system according to Claim 11 wherein the services comprise at least one of transportation, translation, delivery of durable medical equipment (DME), and delivery of pharmaceuticals.

16. A system according to Claim 11 wherein the server comprises a payor secure online ordering unit for permitting the entry and review of claimant data by the payor via the Internet.

17. A system according to Claim 11 wherein the server comprises a billing unit for verifying service performed by the service vendor and for generating bills for the payor.

18. A system according to Claim 11 wherein the service comprises transportation and the billing unit

verifies mileage of transportation provided by the service vendor.

19. A system according to Claim 11 wherein the payor is a workers compensation insurer and the claimant is a workers compensation claimant.

20. A method, operable over the public switched telephone network (PSTN) and Internet, for use in providing services to a claimant by a service vendor, as scheduled by a scheduler, and paid for by a payor, the method comprising:

processing and storing claimant data on a server connected to the Internet;

scheduling services for a claimant via at least one scheduler workstation which comprises

a scheduler computer connected to the server for entry of claimant data by the scheduler and display of claimant data to the scheduler, and

a telephone interface connected to the PSTN for communication between the scheduler and at least one of the payor, claimant and service vendor;

generating requests to the scheduler computer before and after the scheduled service for contacting the claimant; and

generating requests to the scheduler computer before the scheduled service for contacting the service vendor.

21. A method according to Claim 20 wherein the services comprises at least one of transportation and

language translation; and further comprising generating requests to the scheduler computer during the scheduled service to verify the service is being provided.

22. A method according to Claim 20 wherein the services comprise at least one of transportation, translation, delivery of durable medical equipment (DME), and delivery of pharmaceuticals.

23. A method according to Claim 20 further comprising:

generating at least one of completed-service, late-service, canceled-service and missed-service reports on the server; and

permitting access to the reports on the server by the payor via the Internet.

24. A method according to Claim 23 wherein the reports are downloadable by the payor into a spreadsheet document.

25. A method according to Claim 23 further comprising generating at least one of a transport-type report, claimant transport report, claimant employer transport report, transportation savings report, list of claimants report, transport by county report, and ICD-9 transport report.

26. A method according to Claim 20 further comprising permitting the entry and review of claimant data by the payor via the Internet.

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27. A method according to Claim 20 further comprising:

verifying service performed by the service vendor; and

generating bills for the payor.

28. A method according to Claim 20 wherein the service comprises transportation; and further comprising verifying mileage of transportation provided by the service vendor.

29. A method according to Claim 20 wherein the payor is a workers compensation insurer and the claimant is a workers compensation claimant.